

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name DCF		9. Position No.	10. Budget Program Number 25521		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Public Service Administrator II			
3. Division Economic and Employment Services		12. Proposed Class Title			
4. Section Family Services	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit Low Income Energy Assistance Program (LIEAP)		14. Effective Date 11/14/2011			
6. Location (address where employee works) City Kansas City County Wyandotte		15. By	Approved		
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM AM/PM To: 5:00 PM AM/PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)
Name: Winona Dickson Title: LIEAP Program Manager Position Number: K0065182

Who evaluates the work of an incumbent in this position?
Name: Same Title

Position Number

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The work requires initiative, discretion and the ability to make independent judgments regarding the urgency of a situation and/or its sensitivity. Assignments are almost always verbal. Instructions are general and emphasize outcomes. Handles many administrative details independently and organizes priorities to meet deadlines. Work must comply with DCF policies, KARs, KSAs and other mandated policies and procedures.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed?

Number Each Task and Indicate Percent of Time	This position is responsible for overall management of the LIEAP Processing Center located in Kansas City, KS, including motivating and leading the processing staff, process flow implementation and monitoring, and state and federal compliance. The LIEAP processing center is responsible for the timely processing and eligibility determination of approximately 65,000 applications within a four-month period. The center also consists of a call center for applicants, potential applicants, utility vendors and etc.		
No.	%	E	O R M
1	45%	E	<p>Provide leadership and day-to-day management of the LIEAP Processing Center</p> <ul style="list-style-type: none"> • Serves as lead of the LIEAP Processing Center management team responsible for the design and successful management of a comprehensive and responsive program • Actively participates in regularly scheduled and impromptu meetings and work sessions to develop goals and objectives, evaluate program and operations, plan new initiatives, and resolve problems or issues • Implement, communicate and enforce service standards, operation practices and internal policies among the teams • Provide status updates to the LIEAP Program Manager • Coordinates and manages the organization of the LIEAP Processing Center • Set clear goals and objectives; hold team leads accountable for results, including staff development • Responsible for coaching and mentoring team leads who oversee the day-to-day work of ten member teams, resulting in the center meeting performance and operational measures while providing high-quality customer service to applicants who rely on program benefits • Provide coaching and support to team leads and members on an immediate response basis • Prepares correspondence as needed related to administration of office operations • Responds to inquiries from Central Office on the status of requests for action, ensuring appropriate and timely response • Resolves issues and makes decisions regarding procedures. Ensure timely response to internal and external requests • Resolve customer related problems as they are escalated past the teams • Maintain adequate levels of supplies and notify central office contact of specific needs • Manages a variety of short term special projects as necessary
2	45%	E	<p>Oversees the organization of staff functions based on the volume of LIEAP applications received daily and volume of applications pending eligibility determination</p> <ul style="list-style-type: none"> • Oversees and manages the workflow processes to ensure timely registration and eligibility determination of LIEAP applications • Monitor team productivity and recommend procedural changes or training (where necessary) that will lead to efficiencies • Monitor weekly processing reports and goals to support the center's timeliness requirements • Analyze and suggest system/operational changes to increase efficiency and productivity within the teams • Ensure staff activities are aligned with program goals and objectives • Ensure all activities are in compliance with federal and state requirements
3	10%	E	<p>Participate in decisions relating to selection, discipline, and termination of staff</p> <ul style="list-style-type: none"> • Participate in staff hiring and notify approved applicants. • Work with Program Manager to balance staffing levels and assist in selection of candidates for hire in the center • Foster a challenging environment that inspires and encourages each team member to add value through their personal efforts

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
(X) Plan, staff, evaluate, and direct work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title	Position Number
PSA I	K0233600
HSC	K0223601 thru K00223605
HSA	K0223607
HSA	K0223609 thru K00233611
HSA	K0223618 thru K0223622
HSA	K0223625 thru K0223640; K0223642, K0223643,
HSA	K0223645; K0223647, J0223649, K0233651, K0233653
HSA	K0223654, K022355, K022357- thru K022365, K022367
HSA	K0223668, K00223669, K00233670

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
(X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
() Major program failure, major property loss, or serious injury or incapacitation.
() Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position requires daily contact with agency employees and the general public. Contacts are in-person, by telephone or email to provide information, policies and procedures and to ensure uniform and accurate service delivery. These contacts will also include problem resolution.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The responsibilities may involve stress on a daily basis. The continual use of a computer may cause fatigue and eye strain. It may be necessary at times to deal with angry and hostile customers.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Personal computer and related software and mainframe system, printer, fax machine, copy machine and telephone are used daily.

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Education or Training - Special or professional

Associates Degree or higher preferred

License, certificates and registrations

Special knowledge, skills and abilities

Proven record of leadership success

Solid team player that possesses strong interpersonal skills, and ability to communicate both oral and written with all levels of associates.

Excellent trainer/teacher

Experience or education in computer software programs, office setup and office equipment.

Experience working with the public

Experience - Length in years and kind

One year of experience in providing direction necessary to implement the objectives of an agency, program or organizational unit.

Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date